



# Friedrich-Ebert-Gymnasium, Bonn

## Gymnasium der Stadt Bonn mit internationalem Profil



Bilingual deutsch-französischer Bildungsgang und bilingual deutsch-englische Bildungswege

## Parent or legal guardian and student complaints procedures

### General Principles of Communication

The school community of Friedrich-Ebert-Gymnasium is committed to harmonious and constructive communication. Problems and conflicts which do not require immediate interaction are always initially addressed by those involved. Common solutions for concerns and issues are sought by the parties involved in a direct and open dialogue characterized by active listening, empathy and confidentiality. If further advice is necessary, support is provided by classmates, elected class representatives, mentors trained in conflict resolution, class teachers or heads of year, coordinators, liaison teachers, guidance counselors, school psychologists, parents and parents' representatives.<sup>1</sup>

Confidential meetings are also possible twice a year during the parents' days. Communication via email, online and face-to-face communication between all members of the school community is expected to be respectful and prompt. Written communication is generally either answered within a week or the receipt is confirmed if further consultation or action is required.

If clarification cannot be brought about or an issue or conflict cannot be resolved, the school principal can be consulted for further advice. If a formal written complaint is made, the principal will initiate an investigation which may require a hearing and the consultation or involvement of further members of the school community relevant to the issue. On receiving the school's decision, complainants have the option of appealing to the school authority in all matters concerning the National Programme.

### Procedures within the IB Diploma Programme

The central point of contact for parents, guardians and their children regarding all issues concerning the International Baccalaureate Diploma Programme is the IB Coordinator. The heads of year and the coordinator for the Upper School Years are to be involved in all matters pertaining to the students' school career. Furthermore, the subject teachers are available for all matters concerning individual subjects. If possible, applications or appeals are prepared through joint discussions with all parties involved. For minors, the signature of a legal guardian is required for all appeals.

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<sup>1</sup> <https://feg-bonn.de/wp-content/uploads/2023/02/Kommunikationskompass-16-07-2018.pdf>

## **Admission to the IB Diploma Programme and the Choice of Subjects.**

The branch that offers the International Baccalaureate Diploma as an additional bilingual German-English qualification is open to all students whose choice of subjects meet the enrolment conditions for both the National Programme and the IB Diploma Programme. (see Admission Policy / Language Policy) As a rule, English as a foreign language is taught at an advanced level in the stream leading to the IB Diploma Programme at Friedrich-Ebert-Gymnasium.

- Students wishing to choose an advanced course other than English for the German Abitur must submit a request to this effect together with the election form for the penultimate and ultimate year. The request will be granted if this is compatible with the organizational requirements.

Admission to the IB Diploma Program with only one foreign language course in English but at least two natural science courses during the Upper School Years can rarely be granted for organizational reasons. Furthermore, this choice of subjects also entails an increased weekly teaching load and can therefore only be considered for very high achievers.

- Given that the organizational framework should allow such a choice, a request can be submitted at the end of the Pre IB year. The request will be granted if approval is given by the grade level conference at the end of the year.

For a self-taught Language A: literature course, a first language tutor is required to give feedback and guidance on the list of works to be studied, practice of all assessment components and organization of study time. Self-taught courses for Language A can only be studied at standard level.

- Students whose first language is not German may wish to choose another Language A: literature course. A request to this effect may be submitted together with the election form for the ultimate and penultimate year which will be granted if a teacher of our school can function as a first and best language tutor or if the student can present a suitable tutor by e.g., resorting to IB DP tutoring-service providers and paying all fees.

Reasonable forms of access arrangements may be authorized for candidates with identified challenges or those who require justified support based on the eligibility criteria (see Special Educational Needs / Inclusion Policy).

- A request for inclusive access arrangements may be granted by the IB Organization if this is supported by the head of the school. The IB Coordinator must submit the application for inclusive access arrangements no later than six months before the written examinations on behalf of the student together with

medical/psychological/psycho-educational documentation or a language test report translated into English and at least one piece of educational evidence.

### **Changing the course of education during the two final years**

As a rule, a request to change from the course of education leading to the double-qualification Abitur and IB Diploma to a school career leading to the German Abitur with the option of a IB Certificate is possible after the first year. The heads of year ensure that this change is possible in each case. In justified exceptional cases the change can take place within the first two, at the latest three weeks of the 1st semester of the first year within the possibilities of the school.<sup>2</sup>

- A request to quit the simultaneous course of education after one year is granted after a consultation with the heads of the year and the IB Coordinator.

If either gaining admission to the final papers or passing the German Abitur is endangered by the additional obligations of the IB Diploma Programme, the biannual conference may recommend that students do not attempt the full diploma but change to the IB Certificate.

- A request to remain in the IB Diploma Programme despite a contrary recommendation of the conference may be granted if the students and their parents or legal guardians take full responsibility for this decision by giving their written consent.

### **Appeals against grade decisions in the simultaneous course of education**

The procedure described in VV 43.1 to §43 APO-GOSt applies to all grades included in the overall qualification for the National Programme leading to the Abitur and thus also for objections raised against individual grades in the simultaneous IB Diploma - Abitur course of studies. These grades represent administrative acts and are thus subject to judicial review via legal action. The implementation of the appeal procedure is governed by the applicable legal and administrative regulations.

- Within one month of notification an appeal against a grade decision may be filed with the school in writing or on record.

The same applies to corresponding grade appeals that are not administrative acts:

- An appeal against individual grades that are not administrative acts may normally be filed within six months.

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<sup>2</sup> analogous to VV 11.1.2 to § 11 (APO-GOSt Verordnung über den Bildungsgang und die Abiturprüfung in der gymnasialen Oberstufe)

## **Appeals against decisions of the IB Organization**

### **Enquiry upon results**

The IB organization allows a one-time review of external assessment components after the issue of results which may result in a grade being lowered or raised. The fee incurred for this service is only refundable if a grade is changed. In addition, a corresponding report of the review may be requested if there is justification that describes in what specific way the marking is contested. An additional fee is incurred for this service which is not refundable.

Furthermore, it is possible to request the return of material of external assessment components. However, this material may only show the marks allocated and not necessarily the examiner's comments.

A request for the remoderation of internal assessment components is only possible under certain conditions. This service may lead to higher, but not to lower grades. The fee for this service is not refundable.

- Within two months of the issue of results an enquiry upon results can be requested by the school on behalf of the candidates. Before requesting one of the services the DP coordinator will give advice and share information about the fees involved. If a service is requested which may lead to a lower grade, the written consent of both the candidate and the parents or legal guardians is required.

### **Diploma Programme: Assessment appeals procedure<sup>3</sup>**

The IB Organization accepts appeals to re-evaluate a decision affecting a candidate for the Diploma Programme.

Appeals are possible against:

1. results—when a school has reason to believe that a candidate's result(s) are inaccurate after all appropriate enquiry upon results procedures have been completed
2. a decision upholding academic misconduct, but not the penalties imposed for misconduct
3. a decision in respect of adverse circumstances
4. a decision in respect of inclusive assessment arrangements after all appropriate procedures have been completed
5. an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

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<sup>3</sup> General regulations: Diploma Programme

<https://www.ibo.org/globalassets/new-structure/become-an-ib-school/pdfs/general-regulations-diploma-programme-en.pdf>

“Diploma Programme: Assessment appeals procedure” for use from Sep. 2016

Permission to appeal will be granted where:

1. the procedures defined in the general regulations, and which led to the decision being appealed, were not followed
2. the candidate found in breach of the general regulations is able to present new evidence.

The appeals process is divided into two stages. Each stage will usually require the payment of a fee. The fee will be refunded if the appeal is successful.

A stage 1 appeal can only be requested by the head of school or by the Diploma Programme coordinator from the school at which the candidate (known as the appellant) was registered. This appeal stage consists in a review of the case by senior assessment officers of the IB.

A stage 2 appeal can be requested directly by a candidate and/or his or her legal guardian/representative in addition to the head of school and Diploma Programme coordinator if the outcome of a stage 1 appeal is not satisfactory. This stage of appeal grants the candidate a formal hearing by a constituted panel with one member independent from the IB.

A request for appeal at either stage must be submitted with a completed appeal request form that can be obtained from the IB via the IB Answers service.

For any queries, the IB should be contacted at [appeals@ibo.org](mailto:appeals@ibo.org).

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